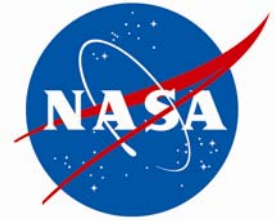


National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

Personnel Action Processing Service Delivery Guide

NSSC-HR-SDG-0036
Revision: Basic
December 10, 2007

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RELEASED - Printed documents may be obsolete; validate prior to use.

Approved by

/s/ Kenneth L. Newton, for
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January 7, 2008
Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	12/10/07	Basic Release

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Table of Contents

Introduction	5
Processes	7
Process 1 – Center-initiated Actions.....	7
Process 2 – NSSC-initiated Actions	12
Process 3 – NSSC-expedited Actions	15
Process 4 – System-generated Actions.....	18
Process 5 – Realignment/Reorganization Actions.....	20
Metrics.....	22
System Components	23
Customer Contact Center Strategy	24
Cross Functional Flowcharts	25
Process 1 – Center-initiated Actions.....	25
Process 1a – Center-initiated Actions: Separation and Termination Actions	26
Process 2 – NSSC-initiated Actions	27
Process 3 – NSSC-expedited Actions	28
Process 4 – System-generated Actions.....	29
Process 5 – Realignment/Reorganization Actions.....	30

APPENDICES

Appendix A – Responsibilities Table	31
Appendix B – Position Description Cover Sheet	33
Appendix C – RLUP Authority Matrix	34

Personnel Action Processing

Introduction

Personnel Action Processing covers transactional Human Resources (HR) activities that are necessary to appoint, separate, record, and maintain personnel changes for NASA employees (except Office of Inspector General (OIG) employees). The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) and its Service Provider (SP) shall support HR transaction processing and related records to produce updated:

- Senior Executive Service (SES) data
- Official Personnel Folder (OPF) data
- Standard Form (SF) 50s (Notification of Personnel Action)
- Non-OPF data (e.g., data not recorded on SF 50 – Group Action Request Lists (GARLs) and awards documentation)

NSSC(SP) personnel shall follow the Office of Personnel Management (OPM) regulations for personnel data input and output processing. Sources for these data processes include, but are not limited to: SF 52s, Request for Personnel Action; SF 50s, Notification of Personnel Action; NASA employee information (i.e., Employee Express), or verification of documents. The work will be performed using the Federal Personnel Payroll System (FPPS) and the electronic Official Personnel Folders (eOPFs).

Note: Record Keeping processes, including scanning and filing of required documents into the eOPF, are covered in the eOPF Service Delivery Guide (SDG).

The Personnel Action Processing function consists of multiple processes. The processes, as well as roles and responsibilities are defined in this document.

Submission Timeline

Processes have been closely coordinated with Center representatives and the Office of Human Capital Management (OHCM). After review of the Agency action processing workload, OHCM has determined that a one-week lead time for actions to be submitted to the NSSC is sufficient. Therefore, actions and backup documents will be submitted to the NSSC no later than the close of business (COB) the Friday before one full week prior to the effective date. For example, if the effective date of the action is 10/21/07, the action should be submitted to the NSSC by COB on Friday, 10/12/07. Actions submitted outside the submission timeframes may not be processed until the following pay period.

In accordance with NASA policy and Guide to Processing Personnel Actions (GPPA) guidelines, all actions will be Legally Approved (LGAPed) by the Center on or before the effective date of the action unless an exception is allowed by the GPPA. Any actions that are LGAPed by the Center after the effective date that do not fall into one of the

GPPA-approved exceptions will be returned to the Center to have a new effective date determined. NSSC will coordinate with the Center when this occurs.

Process Summary

The following is an overview of the processes as a whole:

- A.** NSSC will be added to the Servicing Personnel Office (SPO) routing path in FPPS. A Center initiates, enters required data for a particular Nature of Action (NOA), and LGAPs the Request for Personnel Action (SF 52) for those actions as defined in Appendix A, Responsibilities Table, and electronically forwards the request to NSSC in FPPS. For actions that are LGAPed at a Center, the action is submitted by the requesting office and routed via the normal routing path to NSSC. Supporting documents are also provided electronically where possible (e.g., as attachment in the Workforce Transformation Tracking System (WITS)) or through mail/fax, if electronic methods are not available.

Note: The Centers will maintain all Center-level Route Paths in FPPS.

- B.** NSSC receives the SF 52, retrieves supporting documents, and reviews this information for completeness and accuracy. NSSC codes the action to complete processing requirements, following the GPPA and NASA regulations and policies (e.g., Flexibility Act). For Center LGAPed actions, NSSC will verify the accuracy of data entered by Centers, except for Nature of Action Code (NOAC), legal authority, legal authority description, pay setting, and classification.
- C.** The action is reviewed for quality and completeness of added information and then NSSC releases the Personnel Action for FPPS processing. This step is called Release for Update (RLUP). All actions are RLUPed by NSSC.
- D.** NSSC electronically files the completed SF 50, Notification of Personnel Action, in the eOPF and appropriately distributes other forms to the eOPF or other agencies in accordance with applicable guides.

Note: NSSC will send employee copies to the Center HR Office until employees have access to the eOPF.

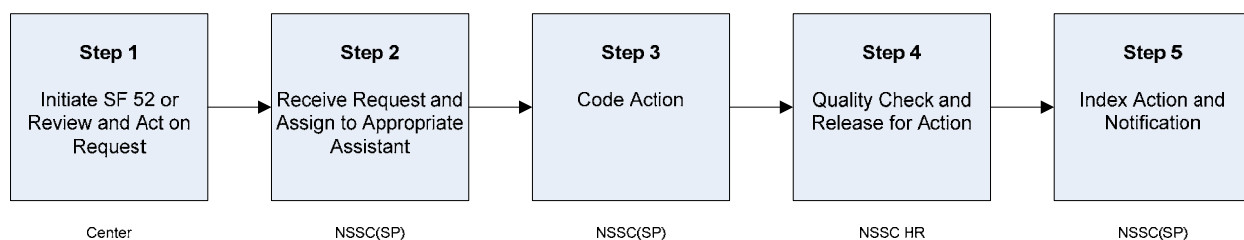
Note: The status of the action is available at any time by utilizing the **Track** feature in FPPS.

Process 1 – Center-initiated Actions

Center-initiated Actions include the following:

- Appointments
- Conversions
- Extensions
- Leave Without Pay (LWOP)
- Promotions
- Transfers
- Reassignments
- SES
- Students
- Change Actions:
 - Change in Work Schedule
 - Change in Work Hours
 - Change in Duty Station
- Separations

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. Refer to the Cross Functional Flowcharts section for the detailed flowcharts related to this process.



Roles & Responsibilities

Process 1 – Center-initiated Actions		
Roles and Responsibilities	Action	Tips
Step 1 Center Initiate SF 52 or Review and Act on Request	Requester initiates request (SF 52) in FPPS and electronically forwards to Center HR Office. General necessary actions (e.g., recruiting and staffing, etc.) are executed at the Center HR Office, including: <ul style="list-style-type: none"> ▪ Once the action or decision is made, the Center HR Office enters required data in SF 52. ▪ Populates WTTS in a timely manner and completely for the 	For each action, there are specific requirements (see below) as to what information needs to be completed in FPPS before the action is forwarded to NSSC.

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Process 1 – Center-initiated Actions		
Roles and Responsibilities	Action	Tips
	<p>following actions: appointments, transfers, reassignments to other Centers, and separations.</p> <ul style="list-style-type: none"> ▪ Approves (LGAPs) action in FPPS. ▪ Provides any necessary supporting documents to NSSC by e-mail (nssc@nasa.gov), fax (1-866-779-6772), or mail with the subject line listing the name of the employee. (In general, supporting documents include: <ul style="list-style-type: none"> • For new gains/accessions: offer letter, completed PD Cover Sheet • For Transfer/Reassignment: SF 75 Information and the most current SF 50.) ▪ Submits documents to NSSC. Documents may initially be submitted to NSSC by mail via FedEx, encrypted e-mail, or from a secured fax. Original documents must be mailed via FedEx to NSSC for scanning and filing into the eOPF. ▪ Electronically forwards SF 52 to NSSC for processing. <p>New Hire Package (all new hire forms must be submitted on the Entry on Duty (EOD) date).</p> <p>Specific information based on type of action is addressed below.</p> <p>Output: An approved SF 52 with required backup information for processing submitted to NSSC. Note: Output is the same for all of the Step 1 actions, regardless of other specific requirements.</p>	<p>Basic Requirements: For all actions LGAPed by the Centers, Center HR Office must complete:</p> <ul style="list-style-type: none"> ▪ Name ▪ SSN ▪ Effective Date ▪ Nature of Action Code ▪ Legal Authority Code ▪ Legal Authority Description ▪ Pay Setting <p>Basic Requirements also must include any special exceptions or requirements in the Notes field.</p> <p>Note: NSSC will provide SF 75 to other agencies as requested.</p> <p>Note: See Appendix B, Position Description Cover Sheet, for required information.</p> <p>If sending documents to NSSC, Center HR Offices should use the Transmittal Sheet.</p>
	<p>For Appointments and Transfers: If the Appointment or Transfer was Competitive, the Centers provide the following (in addition to basic information required):</p> <ul style="list-style-type: none"> ▪ Announcement Number 	<p>Note: PD Cover Sheet provides information such as: Financial Disclosure, Duty Location, etc. and can be attached into WTTS for gains'</p>

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Process 1 – Center-initiated Actions		
Roles and Responsibilities	Action	Tips
	<ul style="list-style-type: none"> ▪ Date Certificate Issued ▪ PD Cover Sheet - Completed ▪ Offer Letter <ul style="list-style-type: none"> • Recruitment Bonus • Relocation Bonus • Service Agreement • Special Program 	<p>transactions.</p> <p>Note: The offer letter may be attached in WTTS.</p> <p>Note: The New Hire Forms will be sent directly to the NSSC by the new employee. The only form that will be received after the EOD will be SF 61, Appointment Affidavits, and Optional Form (OF) 306, Declaration for Federal Employment. The Employee's I-9 will be maintained at their Center HR Office.</p>
	<p>For SES Actions: The process is the same as the Basic Requirements above, but is considered an Expedited Action. The Center HR Office enters special remarks in the Notes field of FPPS.</p>	
	<p>For Promotion and Reassignment (non-competitive and competitive) Actions: Center HR Office provides:</p> <ul style="list-style-type: none"> ▪ Basic Requirements ▪ In Notes field of WTTS: <ul style="list-style-type: none"> • Announcement number • Date cert issued • Full performance level ▪ PD Cover Sheet 	<p>Note: PD Cover Sheet can be sent by e-mail (nssc@nasa.gov) or fax (1-866-779-6772) to NSSC.</p>
	<p>For Extension Actions: Center HR Office enters:</p> <ul style="list-style-type: none"> ▪ Basic Requirements ▪ Not to Exceed (NTE) Date In Notes field 	
	<p>For LWOP Actions: Center HR Office enters:</p> <ul style="list-style-type: none"> ▪ Basic Requirements ▪ NTE Date 	<p>Note: The Benefits Team will be notified of employee going on LWOP to initiate counseling for benefits continuation.</p>

Process 1 – Center-initiated Actions		
Roles and Responsibilities	Action	Tips
	<p>For Student Programs: In addition to the Basic Requirements, the Center HR Office notifies NSSC Payroll Office if a decision was made not to advance leave. Other items necessary for processing a student are Student loan repayment, work schedule hours, and enhanced leave indicator.</p> <p>Center HR Office or Student Program Coordinator (SPC) monitors Tenure code changes for students. Center HR Office places this information concerning leave advance in the Notes field of FPPS.</p>	Note: Center HR Office or Student Program Coordinator notifies NSSC via e-mail when changes to tenure need to be made for students.
	<p>For Change Actions: Center HR Office enters:</p> <ul style="list-style-type: none"> ▪ Basic Requirements ▪ FPPS Notes, to include: <ul style="list-style-type: none"> • Work Schedule • Work Hours • Duty Station 	
<p>Step 2</p> <p>NSSC(SP)</p> <p>Receive Request and Assign to Appropriate Assistant</p>	<p>Logs into FPPS and verifies action in PROC box; checks Notes field. If appropriate, opens WTTS and searches offer letter or PD Cover Sheet.</p> <p>If missing information from initial review, contacts Center HR Office by e-mail or phone to request the missing information and creates a Change Request in Remedy, attaching e-mail in the Activity Log.</p> <p>Output: Data validated.</p>	Note: Contact is made with the person who submitted action to the NSSC.
<p>Step 3</p> <p>NSSC(SP)</p> <p>Code Action</p>	<p>After all information is verified, NSSC(SP) Assistant uses NASA-specific references, GPPA, and FPPS instructions to enter all pertinent information (codes) in FPPS for that Nature of Action (NOA). Forwards to lead NSSC HR Specialist for Quality Assurance (QA).</p> <p>Output: Action coded.</p>	

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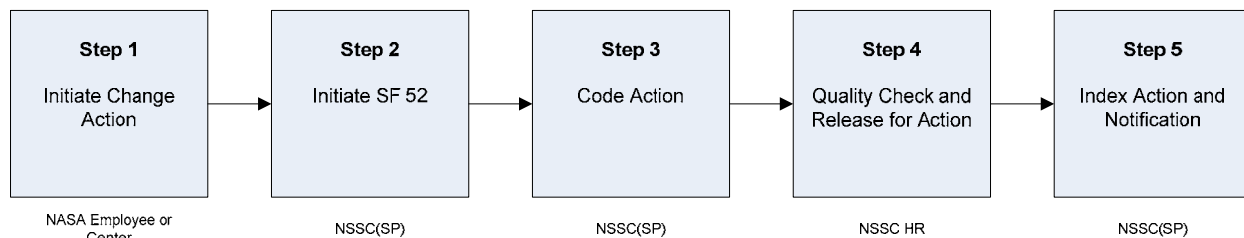
Process 1 – Center-initiated Actions		
Roles and Responsibilities	Action	Tips
<p>Step 4</p> <p>NSSC HR</p> <p>Quality Check and Release for Action</p>	<p>a. NSSC reviews SF 52 coding, and verifies all documentation received.</p> <p>b. Corrective actions are taken, when necessary, prior to RLUP.</p> <p>c. Action is RLUPed in accordance with Appendix C, RLUP Authority Matrix.</p> <p>Output: Action processed to Payroll.</p>	<p>NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.</p>
<p>Step 5</p> <p>NSSC(SP)</p> <p>Index Action and Notification</p>	<p>After RLUP, the SF 50 and supporting documents are indexed and electronically filed in eOPF, if appropriate. All affected personnel are notified via eOPF.</p> <p>Remedy ticket previously opened is closed.</p> <p>Output: Action indexed and electronically filed in eOPF.</p>	<p>eOPF generates electronic notification to employee of a change in his/her eOPF.</p>

Process 2 – NSSC-initiated Actions

NSSC-initiated Actions include the following:

- Data Element Changes
- Corrections
- Change Actions

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. Refer to the Cross Functional Flowcharts section for the detailed flowchart related to this process.



Roles & Responsibilities

Process 2 – NSSC-initiated Actions		
Roles and Responsibilities	Action	Tips
Step 1 NSSC Employee or Center Initiate Change Action	The Center advises employees to contact the NSSC concerning: <ul style="list-style-type: none"> ▪ Name Changes ▪ Education Changes ▪ Veterans Preference ▪ Service Computation Date (SCD) The employee or the Center HR Office informs NSSC(SP) by e-mail (nssc@nasa.gov), fax (1-866-779-6772), or mail with the subject line listing the particular NOA. Output: Initiation of action.	Note: Student Programs are initiated by the Center. Note: A Transmittal Sheet is attached to original forms (or certified true copies of backup documents) and sent to NSSC. Note: Documents may initially be submitted to NSSC by mail via FedEx, encrypted e-mail, or from a secured fax. Original documents must be mailed via FedEx to NSSC for scanning and filing into the eOPF. Note: For SES changes, NSSC LGAPs and the action is expedited.

Process 2 – NSSC-initiated Actions		
Roles and Responsibilities	Action	Tips
Step 2 NSSC(SP) Initiate SF 52	Upon receipt of documentation from the employee, National Record Center, or losing agency, NSSC initiates the SF 52 for the following Changes: <ul style="list-style-type: none"> ▪ SCD ▪ Veterans Preference for Reduction in Force (RIF) ▪ Education (unless it is a Student Program) ▪ Name ▪ Data Element Output: SF 52 initiated action.	
	For Correction (NSSC(SP)) Actions: NSSC initiates a correction SF 52 upon the finding that information on the SF 50 of a previous action is either missing or is incorrect.	
	For Correction (NASA Center) Actions: Center HR Office contacts NSSC via e-mail at nssc@nasa.gov for corrections that need to be initiated.	Note: NSSC creates an audit trail via Remedy for corrections from Center HR Office. Note: If action requires a correction that affects NOAC, Legal Authority, or pay, NSSC notifies the Center HR Point of Contact (POC).
Step 3 NSSC(SP) Code Action	After all information is verified, NSSC(SP) HR Assistant, using NASA-specific references, GPPA, and FPPS instruction, enters all pertinent information (codes) in FPPS for that NOA. NSSC(SP) HR Assistant forwards to lead NSSC HR Specialist for QA. Output: Coded action.	

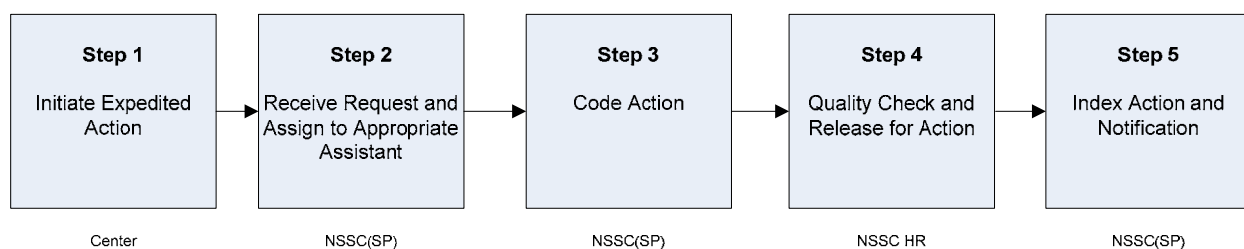
Process 2 – NSSC-initiated Actions		
Roles and Responsibilities	Action	Tips
Step 4 NSSC HR Quality Check and Release for Action	a. NSSC reviews SF 52 coding, and verifies all documentation received. b. Corrective actions are taken, when necessary, prior to RLUP. c. Action is RLUPed in accordance with Appendix C, RLUP Authority Matrix. Output: Action processed to Payroll.	NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.
Step 5 NSSC(SP) Index Action and Notification	After RLUP, the SF 50 and supporting documents are indexed and electronically filed in eOPF, if appropriate. All affected personnel are notified via eOPF. Remedy ticket previously opened is closed. Output: Action indexed and electronically filed in eOPF.	eOPF generates electronic notification to employee of a change in his/her eOPF.

Process 3 – NSSC-expedited Actions

NSSC-expedited Actions include the following:

- SES
- Adverse Actions
- Last Minute Terminations/Resignations
- Cancellations
- Retroactive Actions
- Last Minute New Hires

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. Refer to the Cross Functional Flowcharts section for the detailed flowchart related to this process.



Roles & Responsibilities

Process 3 – NSSC-expedited Actions		
Roles and Responsibilities	Action	Tips
Step 1 Center Initiate Expedited Action	<p>Center initiates SF 52, Request for Personnel Action (RPA), and notifies NSSC(SP) of the pending Expedited action by e-mail (nssc@nasa.gov) or fax (1-866-779-6772) with the subject line Expedited Actions.</p> <p>Center HR Office follows the same procedure as above in Process 1 for Center-initiated actions, but in the Notes field, explains the reason for expedited actions.</p> <p>Center HR Office enters Basic Requirements (as listed in Process 1) in SF 52 and LGAPs action in FPPS; provides any necessary supporting documents; and electronically forwards to NSSC for processing.</p> <p>Output: An approved SF 52 with required supporting information for</p>	<p>Note: Adverse Actions for Expediting are:</p> <ul style="list-style-type: none"> • Change to Lower Grade • Denial of Within Rate Increase • Suspensions and Returns to Duty (RTDs) • Separations (Removals) <p>Note: Retirement actions will be processed by NSSC beginning January 6, 2008.</p> <p>Note: Documents may initially be submitted to NSSC by mail via FedEx, encrypted e-mail, or from a secured fax. Original documents must be mailed via FedEx to NSSC for</p>

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Process 3 – NSSC-expedited Actions		
Roles and Responsibilities	Action	Tips
	processing submitted to NSSC.	scanning and filing into the eOPF.
<p>Step 2</p> <p>NSSC(SP)</p> <p>Receive Request and Assign to Appropriate Assistant</p>	<p>NSSC(SP) HR Lead receives Remedy ticket with the e-mail indicating the action is to be Expedited.</p> <p>NSSC(SP) HR Lead logs into FPPS and verifies action in PROC box, then checks Notes section to identify if this is the Expedited Action.</p> <p>If appropriate, the HR Lead opens WTTS and searches offer letter or PD Cover Sheet.</p> <p>If missing information from initial review, HR Lead contacts Center HR Office by e-mail or phone to request the missing information.</p> <p>HR Lead updates the Change Request in Remedy and attaches e-mail in the Activity Log.</p> <p>Output: Data validated.</p>	<p>Note: As required by the Guide to Personnel Record Keeping, documentation to support the action must be received by NSSC prior to coding and processing the SF 52 in FPPS.</p> <p>The reason for adverse action must be stated in notes.</p> <p>Contact is to the person who submitted the personnel action to NSSC.</p>
<p>Step 3</p> <p>NSSC(SP)</p> <p>Code Action</p>	<p>After all information is verified, the HR Lead, using NASA-specific references, GPPA, and FPPS instruction, enters all pertinent information (codes) in FPPS for that NOA. Forwards to another NSSC HR Specialist for QA.</p> <p>Output: Coded action.</p>	<p>Note: For those actions that NSSC(SP) receives or initiates an SF 52 in FPPS, the Lead determines if it is an Expedited Action based on the action type and the proposed effective date.</p>
<p>Step 4</p> <p>NSSC HR</p> <p>Quality Check and Release for Action</p>	<p>a. NSSC reviews SF 52 coding and verifies all documentation received.</p> <p>b. Corrective actions are taken, when necessary, prior to RLUP.</p> <p>c. Action is RLUPed in accordance with Appendix C, RLUP Authority Matrix.</p> <p>Output: Action processed to Payroll.</p>	<p>NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.</p>

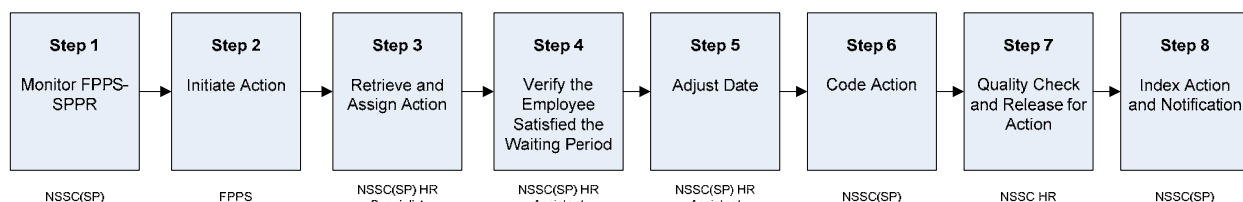
Process 3 – NSSC-expedited Actions		
Roles and Responsibilities	Action	Tips
Step 5 NSSC(SP) Index Action and Notification	After RLUP, the SF 50 and supporting documents are indexed and electronically filed in eOPF, if appropriate. All affected personnel are notified via eOPF. Remedy ticket previously opened is closed. Output: Action indexed and electronically filed in eOPF.	eOPF generates electronic notification to employee of a change in his/her eOPF.

Process 4 – System-generated Actions

System-generated Actions include the following:

- Roles & Responsibilities for Within Range/Grade Increases (WRI)
- Tenure changes
- RTD
- NTE Dates

The Roles and Responsibilities table includes the process for all of these and indicates special steps for specific actions, as needed. Refer to the Cross Functional Flowcharts section for the detailed flowchart related to this process.



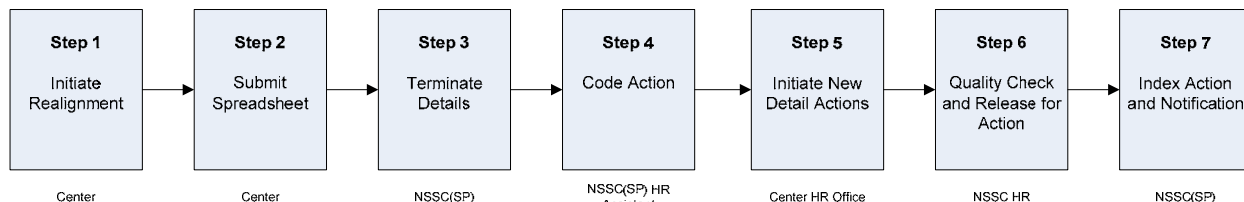
Roles & Responsibilities

Process 4 – System-generated Actions		
Roles and Responsibilities	Action	Tips
Step 1 NSSC(SP) Monitor FPPS-SPPR	NSSC teams monitor the FPPS SPPR screen for notices of: WRIs, NTEs, and Tenure Changes. Output: Identification of upcoming actions.	Note: NSSC forwards probationary notices to Center Supervisors listed in route paths on pay period basis. WRI notices are sent to Centers that currently have a Union Agreement or HR policy.
Step 2 FPPS Initiate Action	FPPS generates SF 52 for WRIs, Tenure Changes, and all Expiration of Actions with NTEs. Output: Action initiated.	Note: FPPS does not generate WRI actions until the Wednesday after the effective date.
Step 3 NSSC(SP) HR Specialist Retrieve and Assign Action	Once action is generated, it is assigned and forwarded to NSSC(SP) HR Assistants. Output: Actions assigned.	

Process 4 – System-generated Actions		
Roles and Responsibilities	Action	Tips
<p>Step 4</p> <p>NSSC(SP) HR Assistant</p> <p>Verify the Employee Satisfied the Waiting Period</p>	<p>Analyzes the FPPS Notice report and employee's eOPF to verify that the employee has satisfied the waiting period. (If waiting period has been satisfied, skip to Step 6.)</p> <p>Output: Data validated.</p>	<p>Note: For WRIs, HR Assistants analyze the record as soon as they receive the notice to be prepared for completing the action once generated.</p>
<p>Step 5</p> <p>NSSC(SP) HR Assistant</p> <p>Adjust Date</p>	<p>If the waiting period is not satisfied, the HR Assistant makes an Effective Date Adjustment in FPPS and deletes the system-generated action. An NSSC Remedy Change Request is created.</p> <p>Output: Effective date adjusted and action deleted if system generated.</p>	<p>Note: An NSSC Remedy Change Request is mandatory at this stage of the process due to the extended time required to research and validate LWOP issues.</p>
<p>Step 6</p> <p>NSSC(SP)</p> <p>Code Action</p>	<p>Code action.</p> <p>Output: Coded action.</p>	<p>Note: Unless a denial of WRI is received prior to effective date, WRI is automatically processed by NSSC.</p>
<p>Step 7</p> <p>NSSC HR</p> <p>Quality Check and Release for Action</p>	<p>a. NSSC reviews SF 52 coding, and verifies all documentation received.</p> <p>b. Corrective actions are taken, when necessary, prior to RLUP.</p> <p>c. Action is RLUPed in accordance with Appendix C, RLUP Authority Matrix.</p> <p>Output: Action processed to Payroll.</p>	<p>NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.</p>
<p>Step 8</p> <p>NSSC(SP)</p> <p>Index Action and Notification</p>	<p>After RLUP, the SF 50 and supporting documents are indexed and electronically filed in eOPF, if appropriate. All affected personnel are notified via eOPF.</p> <p>Remedy ticket previously opened is closed.</p> <p>Output: Action indexed and electronically filed in eOPF.</p>	<p>eOPF generates electronic notification to employee of a change in his/her eOPF.</p>

Process 5 – Realignment/Reorganization Actions

The Roles and Responsibilities table includes the process for all Realignment/Reorganization Actions and indicates special steps for specific actions, as needed. Refer to the Cross Functional Flowcharts section for the detailed flowchart related to this process.



Roles & Responsibilities

Process 5 – Realignment/Reorganization Actions		
Roles and Responsibilities	Action	Tips
Step 1 Center Initiate Realignment	The Center notifies the NSSC of Realignment through an e-mail to nssc@nasa.gov with the subject line of Realignment/Reorganization. Output: Realignment initiated.	Note: Agency/Center receives approval from the Competency Center to implement the Realignment before submission to NSSC.
Step 2 Center Submit Spreadsheet	Center submits standard spreadsheet with changes to NSSC one pay period in advance of the effective date. Spreadsheet will include: <ul style="list-style-type: none"> List of impacted employees List of old and new organization codes Effective date of the Realignment Legal Authority Code & Description Other actions that are necessary to complete the realignment (e.g., Promotions) Output: Submitted spreadsheet.	Note: Spreadsheet template will be posted on the NSSC Web site, with notes indicating other actions necessary for the realignment.

Process 5 – Realignment/Reorganization Actions		
Roles and Responsibilities	Action	Tips
<p>Step 3</p> <p>NSSC(SP)</p> <p>Terminate Details</p>	<p>NSSC terminates all Details before the realignment's effective date.</p> <p>NSSC creates realignment actions based on spreadsheet submitted by Center.</p> <p>Output: Detail terminated. Realignment created.</p>	<p>Note: If employee will be promoted, reassigned, etc, the Center must submit these actions based on those processes. Reassignments, promotions, etc. are effected in conjunction with the Realignment/ Reorganization process. These actions should be sent as a package two weeks in advance to ensure quality control.</p>
<p>Step 4</p> <p>NSSC(SP) HR Assistant</p> <p>Code Action</p>	<p>Codes action.</p> <p>Output: Action coded.</p>	
<p>Step 5</p> <p>Center HR Office</p> <p>Initiate New Detail Actions</p>	<p>Submits new Detail action if employee is to continue on the Detail after the realignment.</p> <p>Output: New Detail action.</p>	
<p>Step 6</p> <p>NSSC HR</p> <p>Quality Check and Release for Action</p>	<p>a. NSSC reviews SF 52 coding, and verifies all documentation received.</p> <p>b. Corrective actions are taken, when necessary, prior to RLUP.</p> <p>c. Action is RLUPed in accordance with Appendix C, RLUP Authority Matrix.</p> <p>Output: Action processed to Payroll.</p>	<p>NSSC monitors changes in OPM, FPPS guidelines, regulations, and Agency policies that impact processing.</p>
<p>Step 7</p> <p>NSSC(SP)</p> <p>Index Action and Notification</p>	<p>After RLUP, the SF 50 and supporting documents are indexed and electronically filed in eOPF, if appropriate. All affected personnel are notified via eOPF.</p> <p>Remedy ticket previously opened is closed.</p> <p>Output: Action indexed and electronically filed in eOPF.</p>	<p>eOPF generates electronic notification to employee of a change in his/her eOPF.</p>

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
Center HR Office/NSSC	Processed personnel action	Employee through eOPF and DOI through FPPS	<p>97% of transactions are processed by NSSC accurately as defined by regulations and references.</p> <p>97% of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41-C1a, Federal Personnel Payroll System (FPPS) Processing Requirements (Amendment).</p> <p>The established submission deadline for Center HR Offices is on the Friday one week prior to the effective date of the action.</p>

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Federal Personnel Payroll System (FPPS)	Processing system for payroll and personnel actions	User Role	Web access (or eGOV successor system) data warehouse, NASA Automated Awards System (NAAS)
Workforce Transformation Tracking System (WTTS)	Tracking system for NASA accessions, losses, etc.	User Role	FPPS and New Employee Orientation Page
NASA New Employee Orientation (NEO) Web site	Location of New Hire Forms for employees	User Role	Interface with WTTS
OPM's Electronic Official Personnel Folder (eOPF) System	Paperless Official Personnel Folder (OPF)	User Role; System Administration Role	FPPS

New Systems

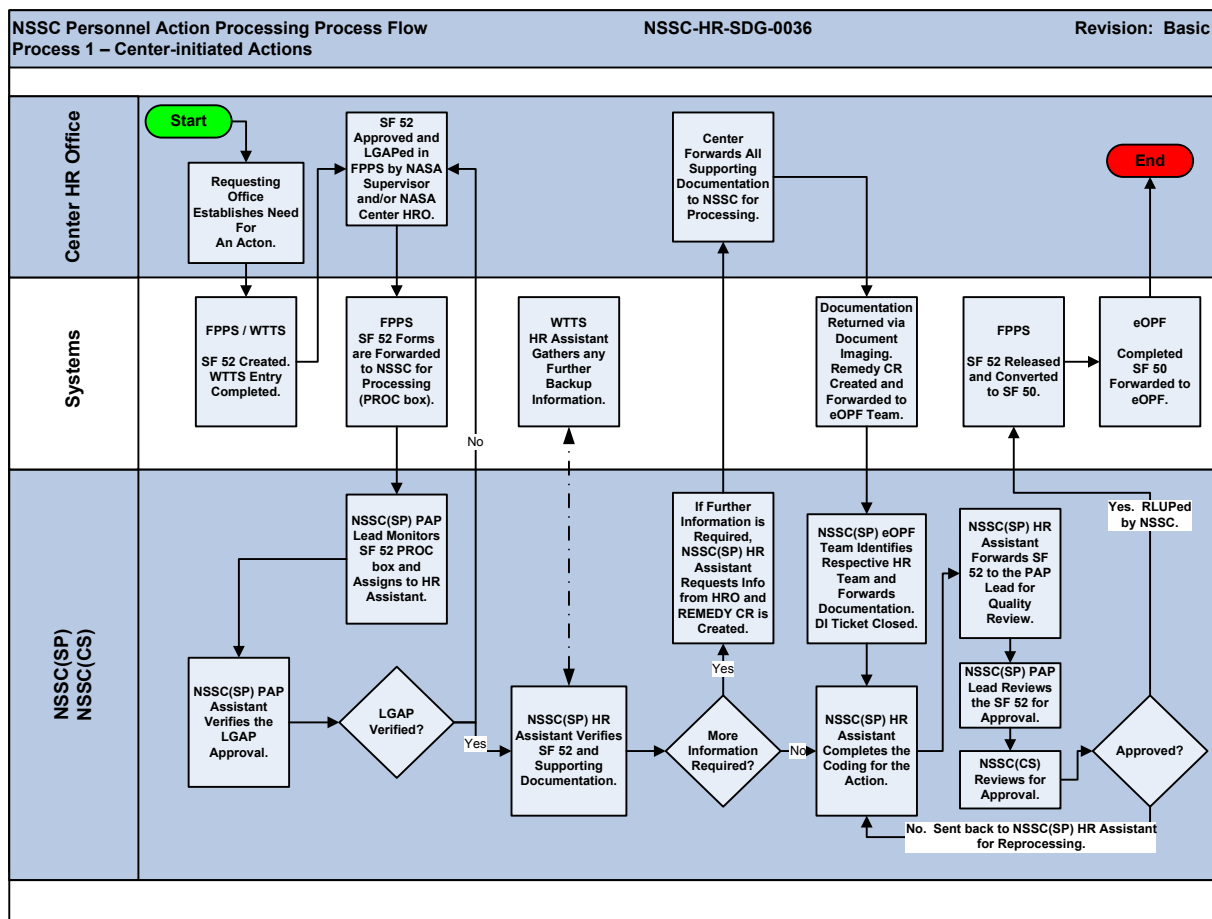
Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
Government Retirement & Benefits (GRB) Assist Software	Software to assist in service computation date calculation	User Role	Secure server for calculation retention and retrieval

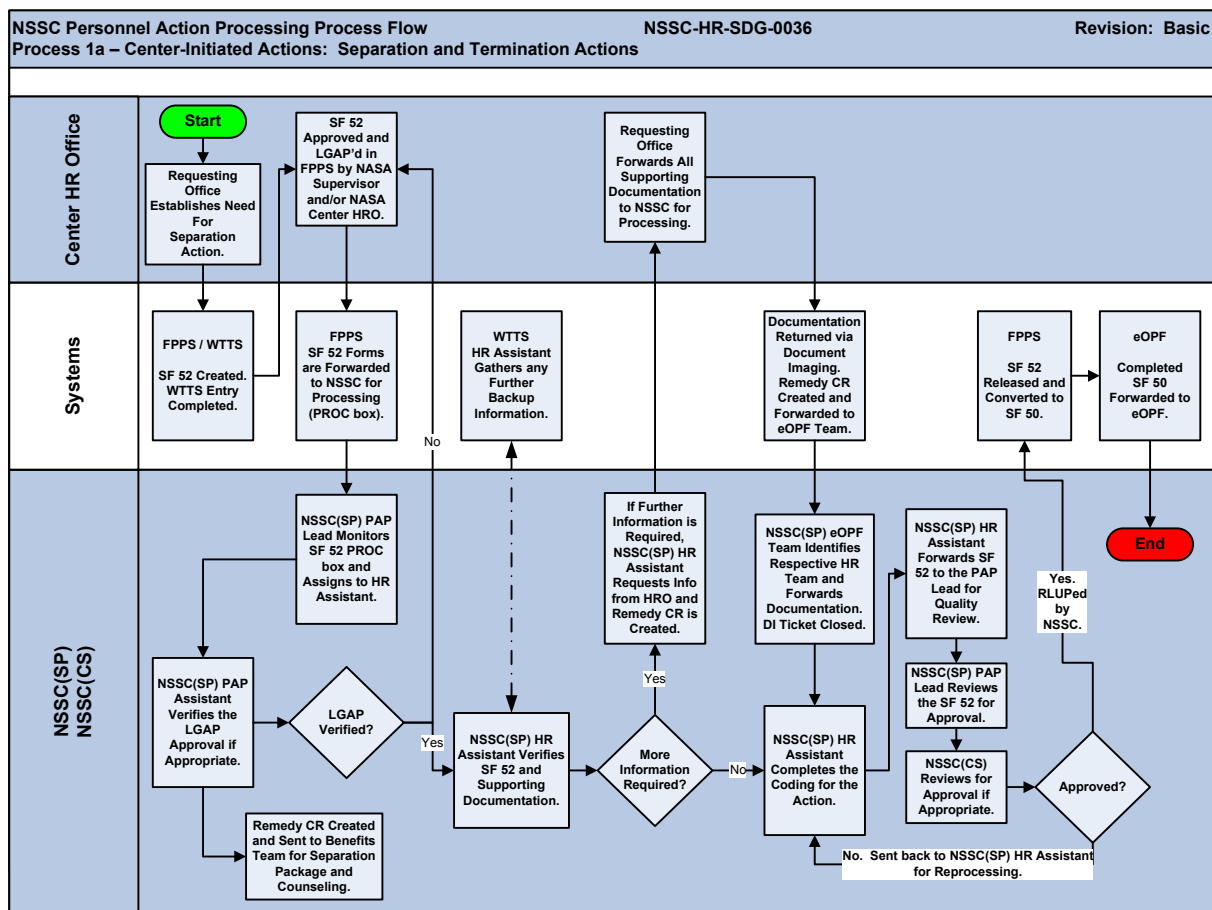
Customer Contact Center Strategy

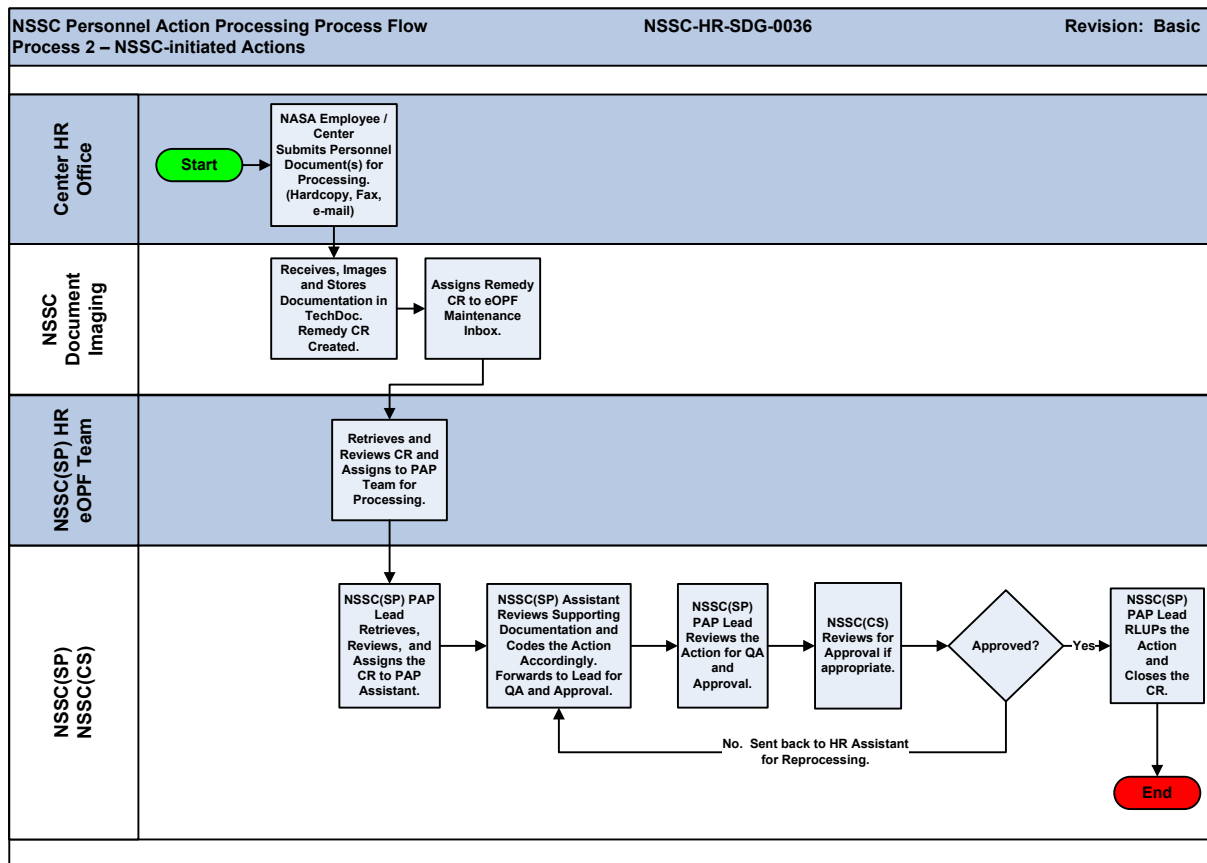
The NSSC Customer Contact Center Service Delivery Guide provides details regarding menu positioning, routing, and escalation of inquiries for this activity. The NSSC Customer Contact Center Service Delivery Guide can be found on the NSSC Customer Service Web site using the following link:

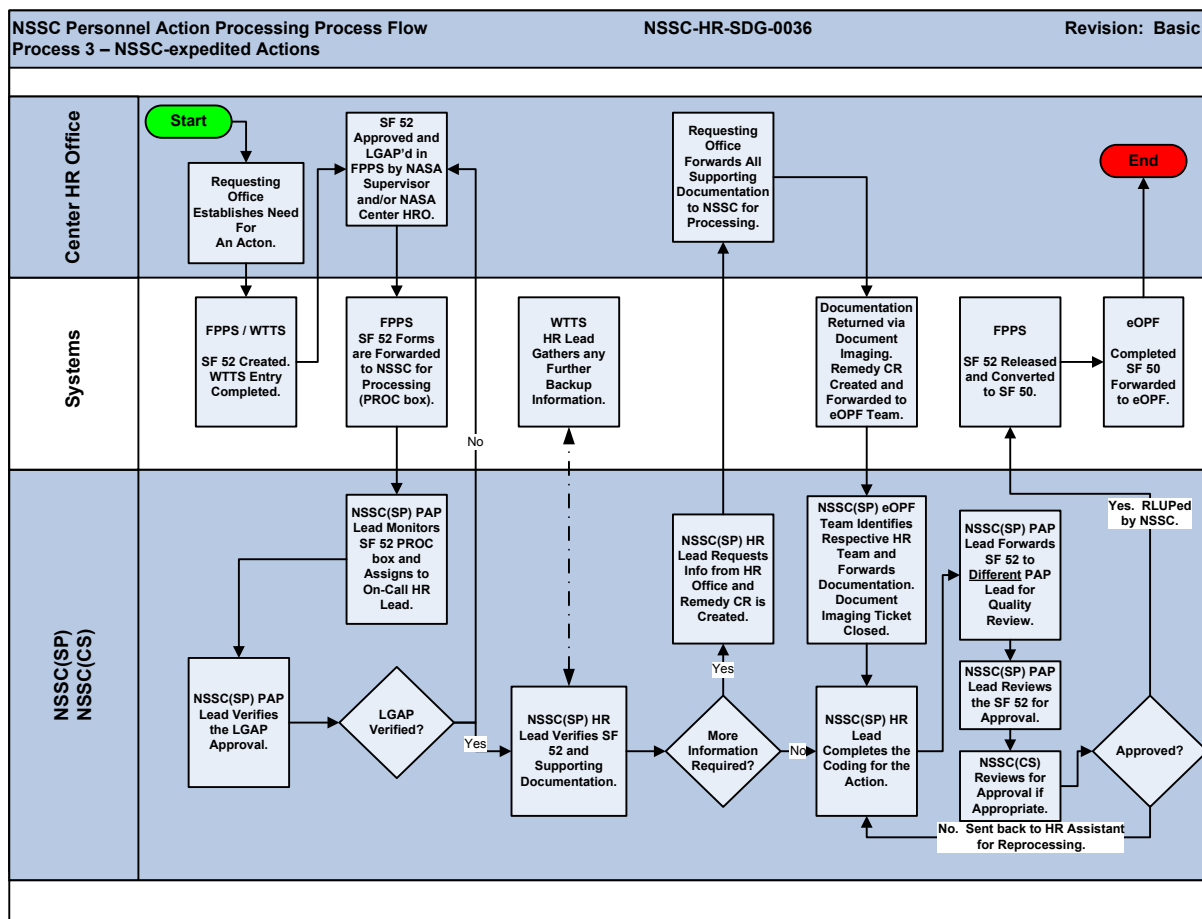
https://dm.nssc.nasa.gov/servlet/dm.web.Fetch/NSSC-CC-SDG-0001_Rev.C.doc?gid=79842.

Cross Functional Flowcharts

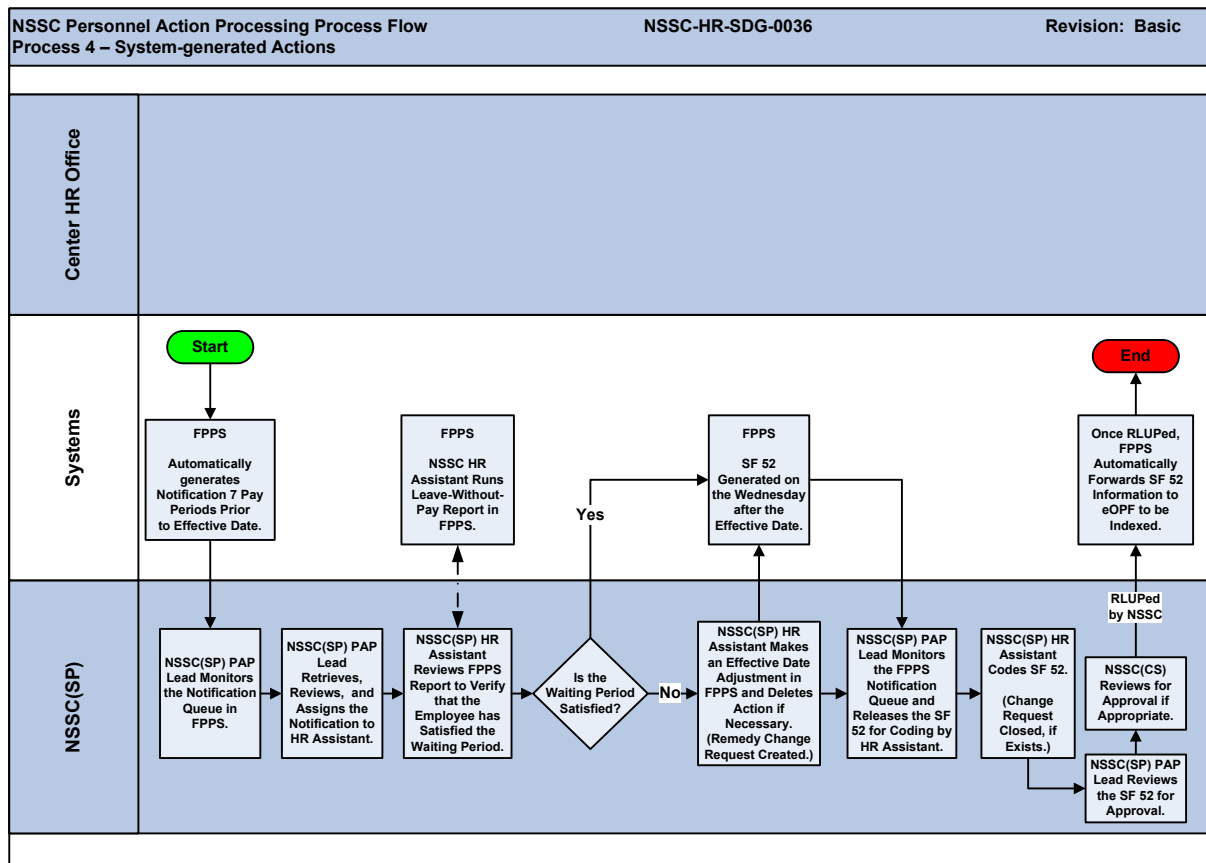


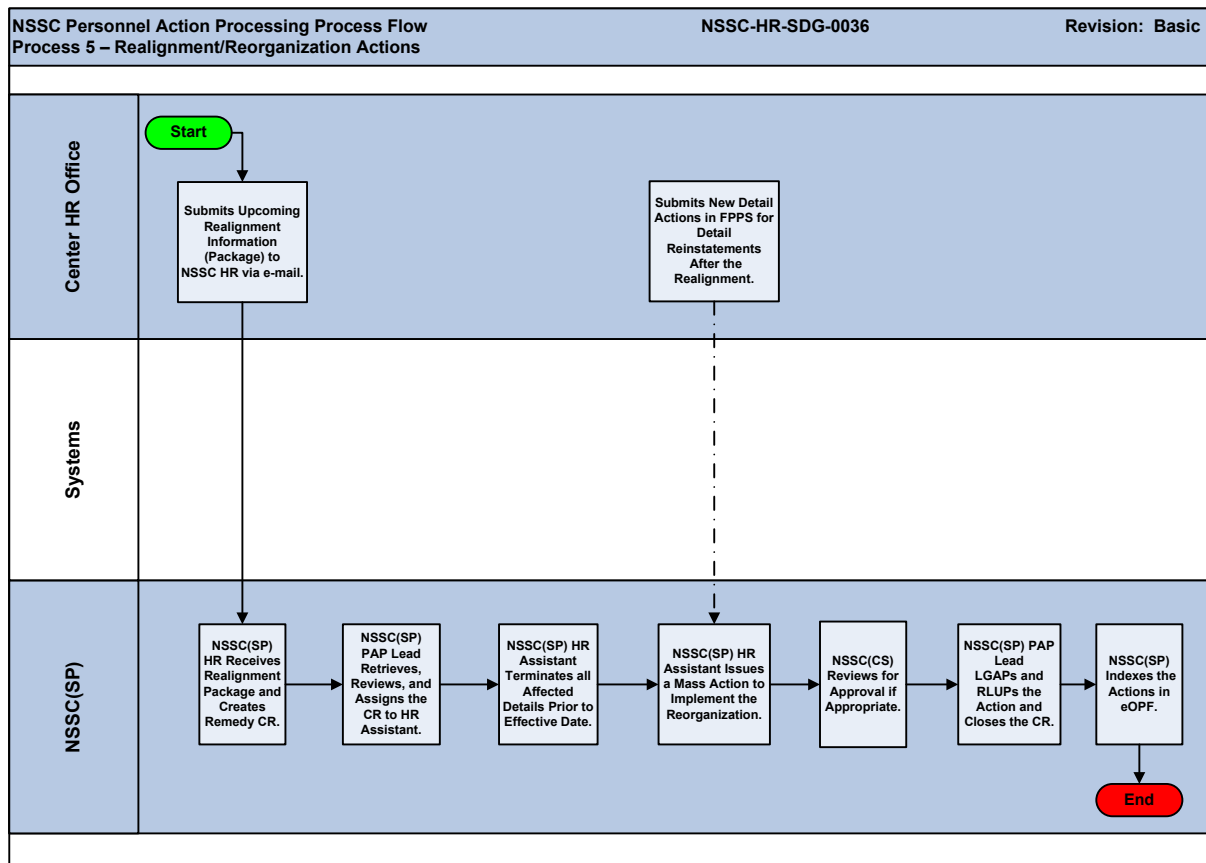






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Appendix A – Responsibilities Table

Personnel Action Processing Responsibilities Table	
Center and NSSC LGAP Responsibilities by Nature of Action Code (NOAC) LGAP: Approving the Request for Personnel Action (SF 52)	
Center HR Office LGAPs Action	NSSC LGAPs Action
100 – Career Appt	002 – Correction
101 – Career-Cond Appt	292 – Return to Duty
107 – Emergency Appt	300 – 304 Retirements
108 – Term Appt NTE	350 – Death
115 – Appt NTE	352 – Termination Appt In
120 – Overseas Limited Appt	355 – Termination-Exp of Appt
122 – Overseas Limited Appt NTE	473 – LWOP US
124 – Appt Status Quo	713 – Change to Lower Grade (from promotion NTE)
130 – Transfer	732 – Termination of Detail
140 – Reinstatement Career	780 – Name change from
141 – Reinstatement Career-Cond	781 – Change in Work Schedule
142 – SES Career Appt	782 – Change in Hours
143 – Reinstatement SES Career	790 – Realignment
145 – Transfer SES Career	792 – Change in Duty Station
146 – SES Noncareer	800 – Change in Data Element
148 – SES LTD Term Appt NTE	810 – Change In Allow/Differential
170 – Excepted Appt	866 – Termination of Grade Retention
171 – Excepted Appt NTE	880 – Change in Tenure Group
190 – Provisional Appt NTE	881 – FEGLI Change
312 – Resignation-ILIA	882 – Change in SCD
317 – Resignation	883 – Change in Vet Pref for RIF
330 – Removal	888 – Denial of WGI
357 – Termination	890 – Misc Pay Adjustment
385 – Termination during Prob/Trial Period	891 – Reg Perf Pay
390 – Separation-Appt In	892 – Irreg Perf Pay
450 – Suspension NTE	893 – Reg WRI
452 – Suspension Indefinite	894 – Pay Adj (Manual)
460 – LWOP NTE	901 – Change Functional Classifications
500 – Conv to Career Appt	902 – Change Veterans Status
501 – Conv to Career Cond Appt	903 – Change Position Sensitivity
508 – Conv to Term Appt NTE	904 – Change Supervisory Status Code
515 – Conv to Appt NTE	921 – Termination of Detail
540 – Conv to Reins-Career	924 – Chge Prev Ret Cov/Froz Svc/Crd Svc
541 – Conv to Reins-Career Cond	925 – Change in Duties
542 – Conv to SES Career Appt	929 – Change in Org Descriptions
543 – Conv to Reins-SES Career Appt	983 – Change Org Code and/or Posn Nn
546 – Conv to SES NonCareer	984 – Change in Pos Title/Number
548 – Conv SES Ltd Term Appt NTE	993 – Change Education Information
570 – Conv to Except Appt	
571 – Conv to Excepted Appt NTE	
702 – Promotion	

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Personnel Action Processing Responsibilities Table	
Center and NSSC LGAP Responsibilities by Nature of Action Code (NOAC) LGAP: Approving the Request for Personnel Action (SF 52)	
Center HR Office LGAPs Action	NSSC LGAPs Action
703 – Promotion NTE	
713 – Change to Lower Grade	
721 – Reassignment	
730 – Detail NTE	
731 – Extension of Detail NTE	
740 – Position Change	
760 – Extension of Appt NTE	
762 – Extension of SES Appt NTE	
765 – Extension of Term Appt NTE	
769 – Extension of Promotion NTE	
773 – Extension of LWOP NTE	
815 – Recruitment Incentive	
816 – Relocation Incentive	
817 – Student Loan Repayment	
819 – Availability Pay	
826 – Redesignation Bonus	
827 – Retention Incentive	
919 – Detail NTE	
920 – Extension of Detail NTE	
930 – Cost of Living for Reemp Annt	
958 – Phys Compar Allow NTE	
959 – Physician Compar Allowance Stop	
995 – Change CAA-1 or 2	

Appendix B – Position Description Cover Sheet

 National Aeronautics and Space Administration		Position Description		1. POSITION NO.	
2. REASON FOR POSITION DESCRIPTION <input type="checkbox"/> a. REDESCRIPTION <input type="checkbox"/> b. NEW <input type="checkbox"/> c. REESTABLISHMENT <input type="checkbox"/> d. OTHER (Specify) _____ <input type="checkbox"/> e. REPLACES P.D. NUMBER _____		3. NAME AND LOCATION OF EMPLOYING NASA ACTIVITY			
		4. DUTY LOCATION			
5. ORGANIZATION (All breakdowns, in descending order)		6. CLASSIFICATION			
		a. NASA CLASSIFICATION			
		b. OPM TITLE, SERIES AND GRADE			
7. FLSA STATUS <input type="checkbox"/> a. EXEMPT <input type="checkbox"/> b. NON-EXEMPT		8. SENSITIVITY <input type="checkbox"/> a. NON-SENSITIVE <input type="checkbox"/> b. CRITICAL SENSITIVE <input type="checkbox"/> c. NONCRITICAL SENSITIVE <input type="checkbox"/> d. SPECIAL SENSITIVE		9. OPM-FUNCTIONAL CODE	
		10. INSTALLATION OPTION			
11. OFFICIAL POSITION CERTIFICATION I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.					
a. TYPED NAME OF IMMEDIATE SUPERVISOR		b. SIGNATURE		c. DATE	
12. CLASSIFICATION/JOB GRADING CERTIFICATION I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.					
a. NAME AND TITLE OF AUTHORIZED CLASSIFYING OFFICIAL		b. SIGNATURE		c. DATE	
13. POSITION CLASSIFICATION REVIEW (Initials and date)					
a. SUPERVISOR					
b. CLASSIFICATION OFFICIAL					
14. DISTRIBUTION					
a. EMPLOYEE					
b. OPF					
c. SUPERVISOR					
d.					
e.					
f.					
14. DUTIES AND RESPONSIBILITIES (Continue on separate sheets if necessary)					

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Appendix C – RLUP Authority Matrix

NOA	NSSC(SP) PAP Team	NSSC(CS) PAP Level III
Adverse Actions (Removals, suspensions, reductions in grade, etc.)		X
Appointments	X	
Benefits	X	
Bonuses		X
Cancellation of Actions		X
Changes in Data Elements except SCD	X	
Conversions	X	
Deaths	X	
Demotions/Change to Lower Grade	X	
Extensions	X	
Furlough		X
LWOP	X	
Non-status Appointments	X	
Overseas Appt		X
Pay Issues (Grade Retention, Highest Previous Rate, etc.)	X	
Promotions	X	
Reassignments	X	
Reorganization & Realignment	X	
Reduction in Force		X
Retirements	X	
RTD	X	
Senior Executive Service (SES) Actions		X
Separations/Terminations (other than Adverse Actions)	X	
Service Computation Dates	X	
Temporary Actions	X	
Transfers	X	
Veterans Preference	X	
WGI, WRI, QSI	X	

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